



Home User Guide

**Felix Court, Warner Road,
Camberwell, London
SE5 9HQ**



If you would like this document in another language or format, or if you require the services of an interpreter, please contact -

Albanian	Nëse dëshironi këtë dokument në një gjuhë tjetër, ose format, ose nëse keni nevojë për shërbimet e një përkthyesi, ju lutemi na kontaktoni.
Arabic	إلى تـ حـ تاج كـ نت إذا أو آخر، شكل أو لغة في الوثيقة هذه في تـ رغب كـ نت إذا بـ نا الاتـ صال يـ رجي شـ فوي، مـ ترجم خدمات
Bengali	আপনি অন্য ভাষা বা বিন্যাসে এই নথিতে চাই আপনি একজন দোভাষী এর সমাধান চান, অথবা আমাদের সাথে যোগাযোগ করুন.
Farsi French	Si vous souhaitez ce document dans une autre langue ou le format, ou si vous avez besoin des services d'un interprète, se il vous plaît contactez-nous.
Greek	Αν θα θέλατε αυτό το έγγραφο σε άλλη γλώσσα ή μορφή, ή αν χρειάζεστε τις υπηρεσίες ενός διερμηνέα, παρακαλούμε επικοινωνήστε μαζί μας.
Gujarati	☒ તમે બીજી ભાષા કે બંધારણમાં માં આ દસ્તાવેજ માંગો છો, તો તમે એક દુભાષિયો ની સેવાઓ જરૂર છે, તો, અથવા, અમને સંપર્ક કરો.
Hindi	यदि आप किसी अन्य भाषा या प्रारूप में इस दस्तावेज़ चाहते हैं, तो आप एक दुभाषिया की सेवाओं की आवश्यकता होती है या, कृपया हमसे संपर्क करें.
Polish	Jeśli chcesz tego dokumentu w innym języku lub formacie, lub jeśli wymagają z usług tłumacza, prosimy o kontakt.
Portugese	Se você gostaria deste documento em outro idioma ou formato, ou se você precisar dos serviços de um intérprete, por favor, entre em contato conosco.
Punjabi	ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਦੀ ਜ ਫਾਰਮੈਟ ਵਿੱਚ ਇਸ ਦਸਤਾਵੇਜ਼ ਚਾਹੁੰਦੇ ਹੋ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਸੇਵਾ ਦੀ ਲੋੜ ਹੈ, ਜੇ, ਜ, ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ.
Somali	Haddii aad jeclaan lahayd document oo luqad kale ku yaal ama nooc, ama haddii aad u baahan tahay adeega turjubaan, fadlan nala soo xiriir.

Spanish	Si usted quisiera este documento en otro idioma o formato, o si usted necesita los servicios de un intérprete, por favor póngase en contacto con nosotros.
Turkish	Eğer başka bir dil veya formatta bu belgeyi isterseniz size bir tercüman hizmeti gerekiyorsa, ya da, lütfen bize ulaşın.
Urdu	آپ کو ایک اور زبان یا شکل میں اس دستاویز چاہتے ہیں تو آپ کو مترجم کی خدمات کی ضرورت ہوتی ہے تو،
Vietnamese	Nếu bạn muốn tài liệu này trong một ngôn ngữ khác hay định dạng, hoặc nếu bạn yêu cầu các dịch vụ của một thông dịch viên, xin vui lòng liên hệ với chúng tôi.

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1 Welcome

Dear Resident,

Welcome to your new home at Felix Court which has been carefully designed and constructed to be highly efficient and comfortable to live in. This means that your running costs should be kept to a minimum whilst also being friendly to the environment.

Your Homeowner Manual

This has been created to help you settle in to your new home as quickly as possible and include information such as;

- Important contacts and what to do in an emergency
- The fixtures and fittings in your home and how to care for them
- Safety & security
- Waste & Recycling
- Simple fault finding & reporting defects
- Local Information

Please take the time to read this handbook to make sure you are familiar with the equipment in your home and help you to get the best from your property.

Your New Address

Flat No. *(your flat number)*
Felix Court
Warner Road
Camberwell
London
SE5 9HQ

On certain paperwork within the handover pack, such as the NHBC Buildmark Cover Note, your home may be referred to by its 'plot number'. This is used during the construction period before the block has been given a name. To help you we have included a copy of the schedule which records all plot numbers and the permanent addresses.

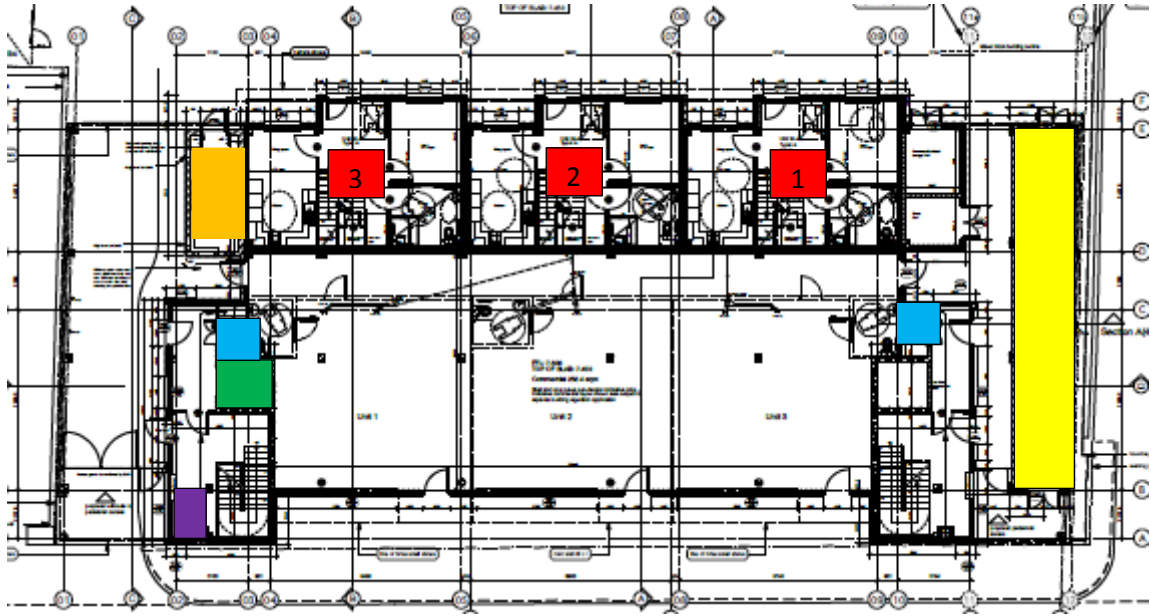
Useful Telephone Numbers & email addresses

Wandle Customer Contact Centre
Freephone: 0300 2000 120
Email: ambethandsouthwark@wandle.com
British Gas (your electricity provider):
Freephone: 0800 048 0202
Email: customerservice@britishgas.co.uk

Moving in Information

- 1 Arrange for your electric meter to be read.
 - 2 Contact BT to have your telephone connected
 - 3 Contact SKY if you want to subscribe to their services
(you don't need a satellite dish, as a communal system is installed to the block)
- The key for your post box has a unique reference number, please make a record of this and keep it safe in case you lose the key(s)
- 4 Arrange contents insurance for your possessions.
 - 5 Register the guarantees and warranties of your electrical appliances.
 - 6 Test your smoke alarm and heat detector.
 - 7 Make yourself aware of the landlords fire plan and the escape routes
 - 8 Register with Southwark Council for Council Tax purposes.
 - 9 Register with a Doctor / Dentist.
 - 10 Familiarise yourself with the operating instructions for your new home and any appliances supplied with it.

Floor Plans



Ground Floor

Flat Number

Lift

Switch Room / Meters

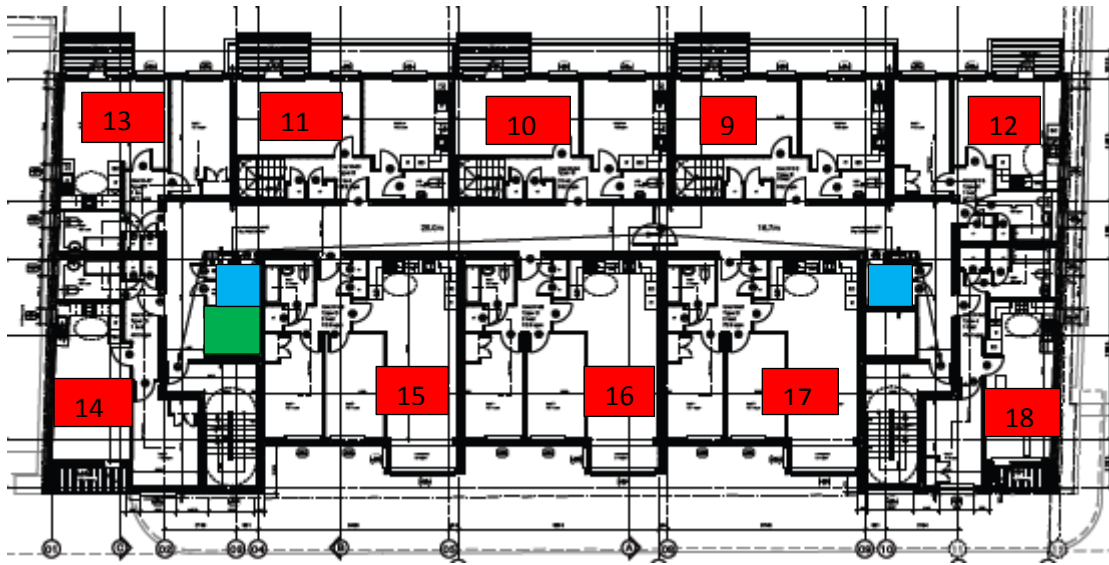
Riser Cupboards

Refuse Store

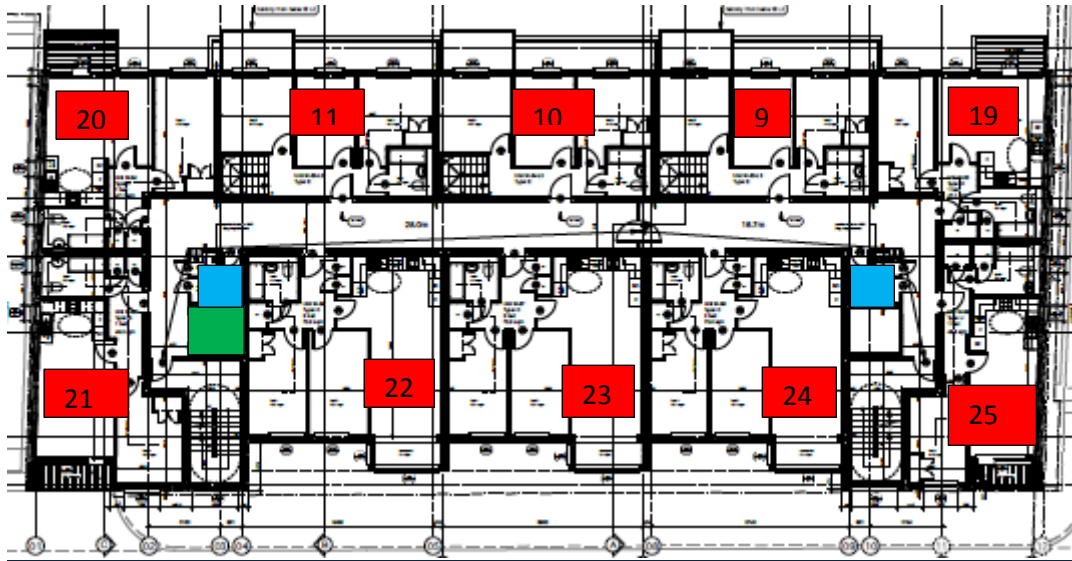
Post Boxes



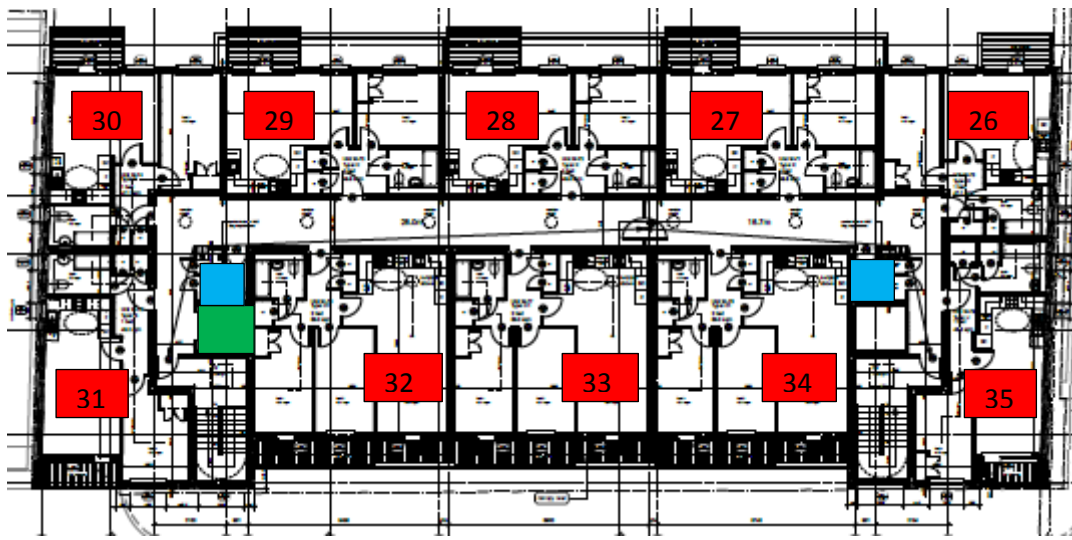
First Floor



Second Floor



Third Floor



Fourth Floor

2 Defects and Emergencies

What is a defect?

A defect may occur as a failure of materials or workmanship (this is not to be confused with general maintenance or accidental damage).

Examples of defects may be;

- A faulty door lock
- A toilet that does not flush
- Leaks from the roof
- Loss of heat &/or hot water

Wandle are responsible for repairing defects, however if you notice minor cracking or nail pops, please don't report these as defects. These are normal in a new property and can be addressed when carrying out general maintenance or redecorating.

Reporting Defects Procedures

Please contact the Wandle Housing Repairs Service on;

Freephone: 0300 2000 120

Email: repairs@wandle.com

The office is open Monday – Friday from 8am – 6pm

For emergencies outside of these hours, please call the repairs service number and you will be diverted to the out of hours call centre who will be able to assist.

When reporting a defect, you will be asked for the following information;

- Your name
- Your address
- Your property type – house or flat
- Your contact number(s) and email address
- When will someone be at home for the work to be undertaken

Before Reporting a Repair;

- Check whether the repair you want is something you are responsible for
- A repair for damage caused by you or someone staying with you will be charged to you. This will be the cost of the work as well as arranging for the repair.
- If you need a repair as a result of a crime, such as a break in, you will need to report this to the police and obtain a crime number.
- If you need a repair because the emergency services have broken in, we may charge you, depending on the how the emergency started.
- Please read manuals or instruction issued to you when you move in &/or when you sign your tenancy agreement or lease.

If you are a homeowner, some repairs may be your responsibility. The list below identifies typical repairs and the associated responsibility.







Repairs Wandle are responsible for;

- Drains, gutters & downpipes
- Roofs, walls, floors & ceilings
- Plasterwork & skirting boards
- Window frames, cill, handles & restrictors **but not glass**
- Baths, basins, toilets, sinks, cisterns and pipework **but not blockages**
- Electrical sockets, switches, light fittings, fuses and circuit breakers **but not light bulbs or appliance fuses**
- Water pipes, taps & control valves
- Kitchen units and worktops
- Decorations as a result of carrying out a repair

Repairs you are responsible for;

- Replacing door locks when you have lost your keys
- Replacing fobs when you have lost them
- Replacing plugs and chains to baths, basin or sink
- Light bulbs and appliance fuses
- Glass in windows and doors (unless due to fair wear & tear)
- Plugs to appliances
- Loss of power due to a faulty appliance or a bulb blowing
- Hat & coat hooks
- Curtains & pelmets
- Internal decorations
- Adapting doors after carpets have been fitted
- Moving kitchen units to accommodate appliances
- Leaks where appliances such as dishwashers & washing machines have been connected
- Replacing broken toilet seats
- TV aerials **except the communal system**
- Connection of kitchen appliances
- Infestation of insects
- Infestation of rats, mice or squirrels if they are not getting in because of a fault in your home

How to Report a Defect

1. Identify the problem

2. Review the tenant manual and identify the repair responsibility

3. If Wandle are responsible call 0300 2000 120

4. Your defect will be reviewed by Wandle and booked in if required

5. Your defect will be allocated a time for closure

6. The repair will be carried out

7. Defect closed

How to Report a Communal Defect

1. Identify the problem
2. Report the repair to Wandle by calling 0300 2000 120
3. The repair will be carried out
4. Defect closed

Emergencies

Whilst we hope your home never needs any urgent work done, if you do find yourself in an emergency situation please contact Wandle Repair Centre calling 0300 2000 120 and they will deal with the fault as soon as possible.

An emergency constitutes:

- A water leak that cannot be contained, is causing damage or entering the electrical system
- Total loss of heating or hot water between 1st October and 31st March
- Total loss of power
- Blocked drains causing overflow or flooding
- Broken lock to a window or door meaning your home is unsecure

Some items are not considered faults and should be rectified by you as the homeowner. This includes unblocking pipes to sinks and toilets, fitting washers to new taps, repairing plasterboard walls and internal fittings, replacing batteries in smoke alarms and repairing and maintaining any appliances you have fitted yourself.

Complaints

If you feel your expectations have not been met, please let Wandle know as soon as possible and they will try and resolve the matter. When you contact Wandle, be sure to give contact details and as much information about your problem as possible. They will acknowledge the receipt of your complaint and make sure you are kept updated of its progress.

Wandle

Tel: 0300 2000 112

W: www.wandle.com

NHBC Warranty

If you feel we have not rectified the problem, you may choose to refer the matter to NHBC, NHBC provides a resolution service and will assess the dispute against the terms of your warranty policy. They may refer the matter to the Consumer Code's independent Dispute Resolution Scheme. An independent arbitrator may then consider the complaint and provide a ruling as to what action is required. Any decision is binding upon both parties. Your legal rights are not affected by this process.

Your home is covered by a Buildmark warranty policy from NHBC (National House-Building Council). This means that the developer (during the two years after your home is completed) and NHBC (from years three to ten) must repair any problems or defects with the structure of your home.

During the two years after completion of your home, please contact Wandle if there are any problems with the construction of your home, and they will report them to the developer. Between years three to ten, please contact NHBC direct.

You will be given more details on your policy and what it does and does not cover.

NHBC
Tel: 0844 633 1000
W: www.nhbc.co.uk

Positions of Electrical & Water Isolation Points

When you move into your new home, please familiarise yourself with the various items of equipment and where they are situated. Some of them you may need to access in an emergency.

Water meter	Within the riser cupboard on the main landing
Water Stopcock	Within the property hallway cupboard
Fuse Board / Consumer Unit	Within the property hallway cupboard
Electric Meter	Within the ground floor switch room
Heat Unit & Meter	Within the property hallway cupboard
Heating Programmer & Thermostat	Within the property hallway
Smoke & Heat Alarms	Within the hallway & kitchen

Service Providers

Heat & Hot Water
Wandle Housing Association Limited
T: 0300 2000 112
Email: lambethandsouthwark@wandle.com

Water
Thames Water
Freephone: 0800 980 8800
W: www.thameswater.co.uk

Electricity
British Gas
Freephone: 0800 048 0202
Email: customerservice@britishgas.co.uk

3 Block Facilities

Post

Your post will be delivered to your secure individual postbox in the main entrance foyer of your building. Please keep the keys to your postbox safe and secure, as if you lose them you will need to provide a unique key number to have a replacement made. **The unique key number is stamped on the inside of your postbox so please make a note of this.**

Access Control

Access to your building is provided by automated key fobs. To open the front door, simply hold your fob up to the sensor panel and the door will unlock,

You will be have been provided with keys that allow you to access your own apartment, Please contact Wandle if you lose any keys or fobs. They will issue you with a replacement for a fee.

You can let visitors into the block using the panel at the entrance to the apartment building.

As there is a camera on the entry panel, when they press the button for your apartment you will not only be able to speak to them, but also see them on the screen on your entry phone.

To allow your visitor access, simply press the 'unlock' button on your unit. This will release the main gate and the door to the block. There is an automatic time limit to the lock release.

Lift

A communal lift is provided to access your apartment.

Bicycle Storage

A purpose built bicycle store is provided within the central courtyard. This will be operated by a digital keypad. You will be advised of this number separately.

Refuse & Recycling

The refuse store has 2 points of access. The first being the secure doors to the front of the building. These can only be operated using your entry fob. The second is at the courtyard side of the block and can be freely accessed.

Within the store there are general waste bins and recycling bins.

You can contact WRAP to obtain information on how to recycle and dispose sustainably.

Helpline: 0808 100 2040

www.wrap.org.uk

Local Tips and recycling centres

The nearest available recycling centre is located at:-

Waste and Recycling Centre
43 Devon Street,
off Old Kent Road
SE15 1JR

For more information regarding recycling and waste collections please refer to Southwark Council website

http://www.southwark.gov.uk/info/200084/recycling_and_waste

Secured By Design

The scheme has generally been designed to the criteria set out under the Secured By Design Developers Standards.

4 Maintenance & Care

Letting Your Home Adjust

This usually takes around six months, but can take up to 18 months depending on local weather conditions. Although you will not notice the drying and settlement process taking place, it's very important to allow this to happen as slowly as possible to minimise the risk of any damage occurring.

Try not to have your heating on too high during the drying and settlement period so the structure of your home can warm up slowly. This will mean shrinkage cracks are less likely to occur.

Ventilation

As a lot of moisture is produced in this process, it is important that adequate ventilation is provided to avoid any problems with damp and mould. To aid ventilation in your home, try and leave windows open as much as possible and when away from your home and leave the trickle vents open. Also try and make full use of your mechanical ventilation system

Condensation

Once the structure of your home has finished drying out, there should be no more problems with condensation. However, some every day activities, such as cooking and showering, can create a lot of water vapour. This excess moisture then turns to liquid on contact with cold surfaces and can cause mould to grow on walls, ceilings and behind wardrobes and cupboards.

The following guidelines can help reduce condensation in your home:

- During the drying out period, keep your heating at a constant, low temperature. Try and avoid leaving your home unheated for long periods of time
- Avoid using portable gas heaters, as these produce a lot of water vapour
- Leave your windows open as much as you can. If this is not possible, make sure (where provided) that the trickle vents are open
- Do not switch off the extractor fan in your bathroom - it is important to make sure that the room is cleared of steam as quickly as possible to reduce the risk of condensation
- Make sure you use the extractor hood in your kitchen (where provided) when cooking to remove moisture
- Make full use of your ventilation system
- Leave internal doors open to aid ventilation (except fire doors)

Shrinkage Cracks

As your home is heated and lived in and the drying out process continues the building materials can shrink, which may cause small cracks to appear. These are not considered faults and can easily be repaired once your home has finished drying out using a suitable DIY product.

If you plan to redecorate your home, we recommend that you wait until after 12 months when it has completely dried out as paper or paint that has been applied too soon may get damaged. Unfortunately Wandle cannot take responsibility for repairing shrinkage cracks or for damage to decorations that have been applied too soon.

Walls

The internal walls are dry lined (plasterboard) finish on metal studwork and care needs to be taken when fixing to them.

Very lightweight items may be fixed using adhesives (to Manufacturer's instructions) but be careful; the bond can be no stronger than the adhesion of the paint to the wall and if you decide to remove the item in the future, you may damage the paintwork or plasterboard.

Pictures, if not too large, and other small items may be hung off picture hooks; either single or double nail types. Heavy pictures and mirrors should **not** be hung on picture hooks – use instead, special wall plugs which are available from hardware and DIY stores, for fixing into dry lining and hollow partitions.

You will need to be careful that the type of screws, pins and nails that you use to fix to the walls, floors and ceilings are appropriate and **DO NOT** drill, nail or pin into any walls in an area about 9" (225mm) wide above or below any electrical switch, socket or other fitting or where there may be electrical cables.

Please note that small-bore plastic radiator pipes run within these partition walls.

When fixing into tiled walls, ensure the end of the wall plug is level with the plaster face and not the tile surface or you may crack the tile when tightening up the fixing.

Ceilings

It is possible to fix items to the ceiling, but you should take care not to suspend heavy objects from it. Ceilings are constructed using plasterboard fixed to the underside of the timber framing.

It may be wise to purchase one of the proprietary cable/pipe detectors now available from hardware or DIY stores, to assist you in locating concealed services.

Doors & Windows

By turning the window handle 90 degrees you will find that the windows will open to their ventilation position. For health and safety reasons some windows are restricted to this position (they will not open past the ventilation point). This restriction also stops a child from opening the window and climbing out.

External cleaning of high-level windows can be done from inside of your flat as the windows are fitted with easy clean hinges. Alternatively, you could use an extending pole from the outside.

Kitchen Units & Worktops

- Do wipe away any spillages immediately from worktops or within units.
- Do thoroughly clean all units regularly.
- Don't chop food, etc., directly on the worktop surface – use a chopping board.
- Don't place hot pans, cigarettes, etc., on the worktop surface or sinks. Use protective Mats, ashtrays.
- Don't leave unit doors, oven doors, etc., open longer than necessary. They could cause injury to yourself or others.
- Don't overload shelves with double stacked sugar, cans, etc.

Bathrooms

Acrylic and ceramic bathroom fittings should be cleaned regularly so that limescale, soap scum, etc., do not build up on the surface. Baths, showers and sinks are easiest to clean just after they have been used, when they are still warm. You should not use any cleaning products that could scratch the surface.

Make sure you regularly descale your showerhead, to stop limescale building up in the spray holes.

The following items must not be flushed down a toilet: disposable nappies, medical dressings, baby wipes, sanitary towels, face wipes, stockings, cooking oil, needles and used condoms. This can cause a serious blockage which may need a specialist drain cleaning company to clear. You may be liable for the cost of such works.

Carpets

Carpets should be vacuumed regularly. Your carpet can be protected further by using furniture cups underneath your furniture. We recommend placing a doormat by your front door to stop dirt and grit being brought into your home, and avoid dragging heavy items of furniture across the floor

Vinyl Flooring

All rooms require routine maintenance to the covered floor finish, this should include, sweeping, mopping and dry vacuuming the floors to remove dust and loose dirt.

Stubborn black marks can be removed by using the centre disc of a scrubbing pad and a small amount of undiluted alkaline cleanser. Place the disc under the sole of a shoe and rub - this gives greater pressure. Rinse the area well with clean warm water and leave to dry. Apply a solution of neutral or alkaline cleanser, diluted to the manufacturer's instructions, to the floor and leave for sufficient time to react with the soiling

Fire Detection

Your property is installed with mains operated domestic type smoke detector(s) together with a heat detector in the kitchen. The detectors have integral electronic fire alarm sounders and have an integrated battery back-up capable of powering the heat detector (for a limited period) in the event of a mains failure.

Sustainable DIY

Environmental recommendations for DIY

There are a number of simple tips that can assist in any DIY project to help reduce waste and help the environment.

Plan the project. Simple planning of the materials required can help ensure that the correct amounts are purchased, which helps unnecessary waste being produced. Even a simple redecorating project can benefit from this – why buy 10 litres of paint when 5 litres will cover the required area.

Timber: Wood is a renewable natural resource, but the Earth can produce only so much, and Britain is one of the largest over consumers in the world. For new wood and wood products, ensure anything you buy carries the logo of the Forest Stewardship Council, which indicates that it has come from responsibly managed forests. Check out the FSC's website (www.fsc-uk.org) for more information, including products and where to buy them. The SmartWood (www.smartwood.co.uk) certification scheme is accredited by FSC and includes accredited reclaimed wood as well as new.

Often 'green' and 'natural' are seen as synonymous, but buying recycled synthetics can divert resources from landfill - creating one more cycle in a human-created system, rather than making yet more demands on already overburdened ecosystems. Recycled plastic fencing, for example, can be more environmentally sound than new wood - even though it's less 'natural'.

Consider using reclaimed materials and those with a high recycled content. For professionally reclaimed items, Salvoweb (www.salvoweb.com) provides an online directory of salvage traders. See also their DIY swap page (www.wantsandoffers.com).

Don't break up unwanted items; wood could be reused elsewhere in the project, others may want your old bath or kitchen worktop and if you have the space keep items that could be used later as this will also help keep costs down.

Avoid toxic DIY products where possible. These include PVC, MDF, fiberglass, tanalised wood (this often contains arsenic), conventional wood preservatives, paint strippers and brush cleaners and paint containing VOCs (see section below). Where these cannot be avoided use them sparingly, store carefully and dispose of responsibly.

Will what you're using now be used again in the future? Consider using screws instead of glue, with a view to easy dismantling for next time.

Low VOC Products

Eco Labels for Paints

Non-toxic paints are often called Low-VOC, No-VOC, VOC-Free, odourless, odour-free and green, natural or organic paints. There are no set standards for defining these labels, and they are widely misused for marketing purposes. To help consumers make informed decisions on their paint purchases, various ecological labels have been developed by different countries to indicate that the paint has fulfilled certain environmental requirements, in accordance with respective government regulations. These eco-labels can be found as logos on paint cans, and include the European Eco-Label, Blue Angel in Germany, and Green Seal and Greenguard in the USA. In the UK, VOC labels are used, and indicate the content of VOCs using one of five classifications: Minimal (0-0.29%), Low, Medium, High and Very High (VOC content greater than 50%).

Low-VOC paints tend to use water as a carrier instead of petrochemical solvents, and so their emissions are minimal. Many conventional paints have achieved relatively low VOC levels. No-VOC or VOC-Free paints may still contain very low levels of VOCs in their pigments or additives. Although reducing VOC content is a move in the right direction, it is questionable whether either of these paint types can be considered non-toxic.

Natural Paints

Natural paints are the only true non-toxic paint since they contain no VOCs, and are made from natural ingredients such as water, vegetable oils, plant dyes, and natural minerals. The main binders used in natural paints are: linseed oil (from flax seeds), clay, lime, and milk protein. Lime and milk paints give an authentic period look, and are often used in antique restoration projects. Chalk is used as an extender to thicken paint; turpentine (distilled from pine trees) is used as a solvent; essential oils from citrus fruits (d-limonene) are used as a solvent and fragrance; and natural mineral and earth pigments are used as colorants.

The main benefits of natural paints are:

Non-toxic - no hazardous fumes or harmful effects on health. This is significant for allergy sufferers and chemically sensitive people who are unable to tolerate chemical paints.

Environmentally Friendly - use renewable resources; are biodegradable, can even be composted.

Micro-Porous - allow walls and surfaces to breathe, preventing condensation and damp problems, and reducing associated indoor allergens. They are also less prone to paint flaking, peeling and blistering.

It's worth asking for a list of ingredients. Some 'natural' paints still contain synthetic alkyds, white spirit ('aliphatic hydrocarbons' - a petroleum product), vinyl resins, and titanium oxide, which you may or may not be happy to use.

Not all VOCs are artificial toxins - they include alcohol and citrus oils - so VOC ratings, while helpful, do not tell the whole story.

At the very least, try to make sure that any spare paint reaches someone who needs it.

On the downside, natural paints can be more expensive because they are made on a smaller scale, although this situation is changing as they become more popular. Natural paints can also take longer to dry (sometimes up to 24 hours or more) and there is less of a colour range to choose from. Natural mineral pigments tend to produce paints that come in pastel shades only, and this has led some natural paint companies to use synthetic pigments to create a more extensive range of colours. If you can't find a natural paint that you can afford, the guilt-free alternative is to use up cast offs that would otherwise go to waste.

Disposal of paint

Try to make sure that any spare paint reaches someone who needs it. In some areas old paint can be recycled via the Community Re-Paint (www.communityrepaint.org.uk) scheme, which redistributes leftover reusable paint to community groups and projects.

Energy Efficiency

How to be Energy Efficient

Your new home has been designed to exceed the Building Regulations standard of thermal insulation by highly insulated, external walls, double glazed windows etc. This helps to reduce the amount of fuel you need to keep comfortably warm.

Nevertheless, there are a number of additional things you can do to reduce energy bill:

- Vary the temperature and on/off setting according to the time of year and for what you are doing. In the autumn and spring, you can save by using the heating only when it is necessary.
- Use the programmer to set for heating rather than leaving it on constantly.
- If you are going to be away for more than a day consider turning the heating off to save energy.
- Turn down thermostatic radiator valves in rooms, which are not used very often. These can be quickly heated up again if needed. Do not turn the radiators off as condensation may occur in the cold rooms as a result
- When you are working around the flat or house, you will not need the same temperature settings as, say, when you are sitting watching television (be careful though not to reduce the heating below comfortable level).
- Turning your thermostat down by 1°C can cut down as much as 10% of your heating costs.
- Keep doors closed to keep heat within rooms.
- Draw curtains in winter to prevent heat escape through windows
- Switch off lights when you leave rooms.
- Wait until you have a full load before running the washing machine
- Take showers rather than baths to save water.
- Use a plug in the sink and don't let hot water run.
- If possible use segmented or divided pans to cook more than one vegetable on the same burner or ring.
- Do not over-fill kettles; boil just the amount you need. Be sure to cover the element in electric kettles.
- Turn off kettles as soon as they have boiled. Do not allow them to steam away unattended.
- Let warm food cool before you put it into the refrigerator. Defrost fridges and freezers regularly. When ice builds up you waste energy.
- Try to keep your freezer at least three quarters full. Remember that bread can be frozen

to advantage.

- Do not open the fridge, freezer door more often than you need to. Try and get everything you need out at one time.
- Do not leave appliances such as TV, or stereo's on standby. They use almost as much power as if they were left on.
- De-scale kettles regularly, they will boil quicker and it costs less. Follow rinsing instructions on the packet carefully.
- Check dripping hot taps and have these repaired or make sure they are fully turned off.
- Curtains should not cover heaters as this helps to waste heat by directing it outside.
- Also, the heater casing gets hot and could damage fabrics.
- Thick, lined curtains drawn at night help to keep heat in and cold out.
- Avoid putting furniture etc. in front of radiators. This will severely restrict their operation and its ability to heat the room that it serves, and could damage the fabrics.

Low Energy Lighting

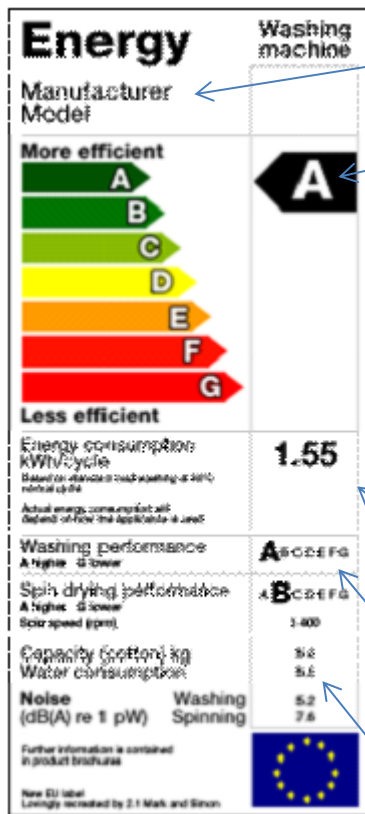
Low Energy light fittings are fitted throughout your property. The use of these lights instead of the original light bulb type can cut down your energy bills as they contain high efficiency lamps. As you will see the pendant is different from a normal light bulb.

When a replacement bulb is needed, turn off the electricity supply at the light switch and carefully remove the bulb. If you are not sure if the switch is off, turn the off at the marked circuit on the electricity supply unit. Take the bulb to the nearest electrical appliance store e.g. Homebase or B&Q where they sell replacements.

Please note these lights can take a short while before they reach full brightness.

Low Energy Appliances

A labelling system within the European Union was introduced in 1995 and now covers most white goods. The EU Energy efficiency-labelling scheme makes it very easy to make a like-for-like comparison when choosing a new appliance. Labels are currently applied to refrigerators and freezers, washing machines, tumble-dryers, combined washer-dryers and dishwashers. A typical label is shown below.



This section confirms Manufacturers name and model

Energy Ratings – Scale A to G, A most efficient, G least efficient. The more energy efficient an appliance is, the more money you can save – and the more you help the environment. By buying a more efficient model, you are not compromising when it comes to performance either.

This part indicates how the appliance performs in other areas. The A to G indicators are similar to the energy efficiency ratings and are based on standard industry test.

This part shows how much electricity is used under standard conditions. Measured in kilowatt-hours per year for refrigeration appliances or kilowatt-hours per cycle for other appliances.

A washing machine that has a good spin-drying performance will save you money and time on tumble-drying.

Depending on the product, a range of information is provided here to help you choose the best appliance for you. Manufacturers do not have to provide information regarding noise but, if they do, you can use this to choose a quieter model. A lower number here simply means the appliance emits less noise.

You can work out the average annual running cost and hence any saving, by multiplying the kWh consumption (kilowatt-hour) figure by 7p (the average unit price for electricity). The European ecolabel (daisy symbol) may appear on the label The European ecolabel indicates that the appliance has been independently assessed and found to meet strict environmental criteria, putting it among the best in its class.

Water Use

All water metres are located on each floor within the communal corridor riser cupboards.

Stop valves for the incoming can be found within your flat in the hall cupboard and will be labelled as “incoming water mains” Make sure that you are aware of exactly where it is located

Additional valves to isolate and shut off the hot and cold water connections to the wet appliances within your flat can be found under the sink in your kitchen.

Waste Water

Waste water from your kitchen and bathroom goes straight into the mains underground drainage system. You are responsible for making sure your bathroom and kitchen waste plumbing is working and free from blockages.

To avoid your waste water pipes becoming blocked, please avoid putting any of the following down your toilet, sinks, baths or showers:

Medicines
Cooking oil or fat
Sanitary towels or tampons
Nappies
Condoms
Razors or razor blades
Cotton buds
Make up wipes or baby wipes

You should also remove any hairs that get trapped in plugholes.

Running your home more efficiently

You can find tips on becoming more efficient on the web using the links below:

- The Energy Saving Trust
21 Dartmouth Street
London
SW1H 9BP

Tel: 020 7222 0101
Web: www.est.org.uk/myhome

5 Safety & Security

Fire Safety

Smoke Detectors

Your home is fitted with smoke detectors which will sound an alarm if it detects a fire. Your detectors are powered by the mains, but have a battery as a back-up in case there is a power cut. If there is an issue with the battery~ the detectors will make a short beeping sound to alert you to the problem. If you need to replace the battery please make sure the mains electricity is disconnected first.

You should test the detector at least once a month by pressing and holding the 'test' button for a few seconds. The alarm should sound and the LED light should flash- Let go of the button and the alarm will stop. You should also vacuum the detector occasionally to remove any dust. Never paint over or disconnect the detector.

Heat Detector

A heat detector is installed in your kitchen area, which will alert you to the sudden rise in temperature.

Preparation

You should plan possible escape routes out of your home in case you need to leave it there is a fire. Ensure all members of your family know the routes.

Fire Prevention

Please read the following advice to help reduce the risk of a fire starting in your home:

- Take care when cooking with hot oil
- Do not overload electrical sockets
- Make sure cigarettes and candles are put out properly
- Do not use portable heaters with a flame or electric element

If a fire starts in your home or within the block

- Make sure everyone in your home leaves as quickly as possible
- Close doors and windows if possible
- Call 999 and ask for the fire brigade. Give your full address and as much detail as possible
- Do not re-enter your home or the complex until the fire brigade has declared it is safe.

Site Safety

When you move into your new home construction may still be ongoing elsewhere' the development. Please follow the advice below to ensure you and your family stay safe when near the construction area

- Be careful when passing close to construction traffic, especially when it is moving.
- Make sure the driver or operator has seen you before passing in front or behind it
- Do not go into any construction areas. These will be clearly marked and fenced off
- Look for any signs directing traffic and pedestrians on different routes and make sure you stay on them. Sometimes we may need to change road and pavement routes temporarily
- The surface of roads and pavements may also be uneven, as the final level will not be added until construction has finished. Please be careful when walking or driving
- take extra care of your pets, as they could accidentally get trapped in a construction area

Please avoid asking members of the construction team for help with questions or problems in your home - they will not be able to help. Instead, please contact Wandle to report a problem in the normal way.

Electrical Safety

There are laws that govern what you can and cannot change in your home's electrical system. A registered electrician must carry out any changes, or the local council must approve them first. You can find more information on Building Regulation Part P (Electrical Safety) at:

W www.planningportal.gov.uk

Please also read the following advice:

- Check that the plugs have the correct fuse for the appliance and are properly earthed
- Regularly check cables and replace them if they are damaged. Do not just repair them with adhesive tape
- Do not overload power sockets
- Place extension leads and power cables where they will not be damaged or be a trip hazard
- Do not stretch cables to reach plug sockets- use an extension lead

DIY Safety

When doing small DIY projects in your home, please take note of this advice:

- Use the correct protective equipment, such as a dust mask, gloves or eye protection
- Check your tools are in good working order
- Be careful when working at height. Make sure your ladder is in the correct position and you do not have to stretch
- Use a cable detector (available from DIY stores) to check for pipes and cables beneath the surfaces of walls and ceilings before drilling or nailing

Security

- The door of your home is fitted with a multi-point security lock
- Your home has been prewired for a security alarm, so that you can easily install one if you choose
- Your home and the development itself are fully secured by design certified by the Metropolitan Police. Your certificate is enclosed at the back of this manual
- Try to remove window keys from locks where possible but keep them close by in case you need to escape from a fire
- Photograph valuable items and use marker pens to add your postcode and house number so that your items can be traced back to you if they are stolen
- Note all serial numbers
- Make sure that the contents of your home are fully insured against fire and theft
- Check the identity of all unknown callers and ask to see their ID

If you go away

- Remember to lock all windows and remove window keys whenever you are out
- Make your home look occupied
- Remember to cancel regular deliveries
- Ask a neighbour to remove free papers
- Leave lights on in the evening and use an automatic time switch
- Never leave valuable and easily transportable items like mobile phones where they can be seen from the outside.

Useful websites

W www.gov.uk/fire-rescue-services

W www.securitybydesign.com

6 Services

HEATING AND WATER SYSTEMS

Heating

Heating is provided to your home via two communal boilers. A heat unit is located in the hallway cupboard with a meter above, which records the amount of heating that you use. From this heat unit, hot water is circulated to the radiators in each habitable room via distribution pipe work located under the floor.

Hot Water

Hot water is heated by the communal boiler and distributed to your kitchen & bathroom via your heat unit.



Heat Unit

Cold Water Main

A controlling stopcock is located in the hallway cupboard at high level next to your heat unit. The cold water main in effect serves all your home appliances directly. In the event of a major leak of the cold water service, the stopcock should be turned off.

Your cold water is fed to your property via a communal booster pump. In the event of a loss of water pressure please notify 'Wandle' to investigate.



Water Stop Valve

Your water meter is located in the cupboard within the stairway on your floor level and is clearly labelled with your flat number.

Minor leaks such as a dripping tap can usually be dealt with without isolating the whole of the water system. The supply to your taps can be isolated locally from the 'isolation valves' which can be found under the sink, bath and basin etc.



Water Meter



Isolation Valve

Washing Machine

A space for a washing machine is provided in the kitchen, complete with hot and cold water valve connections adjacent. The washing machine should be plumbed in by a trained installer in a competent manner in accordance with the washing machine manufacturer's requirements and those of local water authority.

Central Heating Control

You can control the time at which your heating comes on and off, as well as setting the temperature, using the combined programmer and thermostat which can be found in your hallway.

For central heating in the coldest weather, a thermostat setting of HIGH is recommended. This may be reduced in milder weather. During the summer months, turn the room thermostat to the lowest setting.

Thermostatic Radiator Valve (TRV)

The level of heat in each individual room can be controlled by the thermostatic radiator valve. It does this by sensing the temperature of the surrounding air, and then turning on or off the water in the pipe work to the radiator. When you are adjusting the setting of the TRV, a faint click may be heard. This indicates the actual temperature sensed at the thermostat. The higher the TRV setting the warmer the room, the lower the TRV setting the cooler the room.



Room Thermostat



Thermostatic Radiator Valve (TRV)

Points to Remember

1. To get maximum heat from the radiators, turn the room thermostat up.
2. If the heating is not wanted for some time (e.g. on holiday) turn the thermostat to the lowest setting.
3. Individual radiators can be turned OFF by adjustments of the TRV. Turning off unwanted radiators will save money.
4. Set the programmer to automatically switch the heating off when your home is unoccupied or at night when heating may not be necessary. The thermostats may be left at their normal setting.

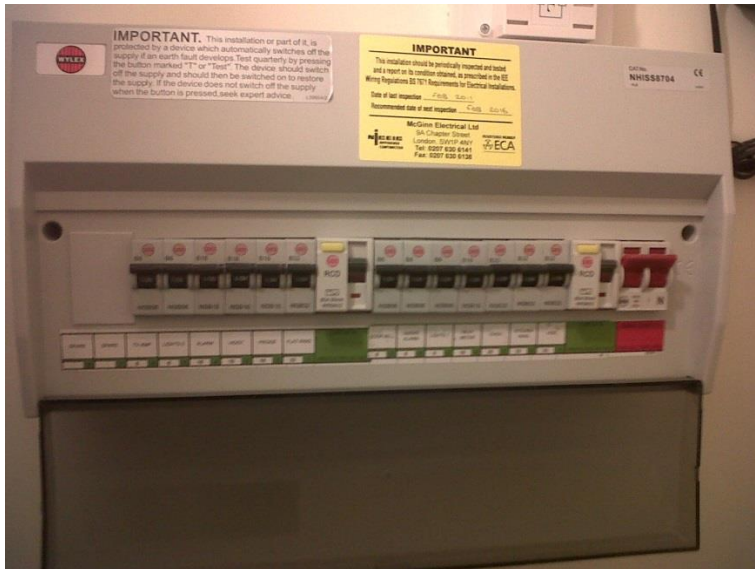
Servicing and Maintenance

The heating and hot water system is designed to be very reliable if used correctly. Trained engineers are available during working hours. **DO NOT ATTEMPT TO SERVICE ANY OF THE EQUIPMENT YOURSELF**

ELECTRICAL INSTALLATION

Your electricity main comes in underground and rises to the meter cupboard adjacent to the rear door to the block. This meter will be read by the Electricity supplier.

Your consumer unit is within the hallway cupboard, containing your main switch, and circuit breakers. The complete electrical installation can be switched off at the consumer unit. Before commencing any electrical job, ensure that the switch is in the off position.



Consumer Unit

WARNING

- Only qualified personnel should dismantle or replace any part of the consumer unit.

Main Switch

When this is in the “OFF” position, the whole of the circuits are then isolated (DEAD) from the electrical supply.

Circuit Breakers

When these are in the “OFF” position, only individual circuits connected to the current breakers are then isolated (DEAD) from the electrical supply.

If Lighting Circuit Fails

The lighting can fail if a lamp / bulb blows.

- a) Check with aid of torch whether circuit breaker is in “OFF” position.
- b) Switch circuit breaker to “ON” position.
- c) Identify faulty light bulb
- d) Switch “OFF” circuit breaker
- e) Replace the light bulb
- f) Switch circuit breaker to “ON” position.

If no faulty lamp is apparent and circuit breaker will not hold in the “ON” position, you will need to have the problem investigated by a qualified electrician.

If a Power Circuit Fails

The power circuit(s) will fail for the following reasons: -

- a) Overload of circuit which will cause the associated circuit breaker to trip "OFF"
- b) Connection of faulty appliance to power circuit which may cause the circuit breaker to trip "OFF" To reinstate circuit, unplug faulty appliance and switch "ON" circuit breaker as necessary. If faulty appliance is not immediately apparent, then unplug appliances in turn until the circuit breaker will hold in the "ON" position.

There are ample electric socket outlets in all rooms except bathroom and toilet areas. All electrical appliances you intend to use must be fitted with a three pin square 13amp type plug with a cartridge fuse of the correct rating. The following are the most common fuse ratings for appliances:

- Electric Kettle 3 amps
- Washing Machine with Heater 13 amps
- Electric Iron 5 amps
- Vacuum Cleaner 3 amps
- Television Set 3 amps
- Radio 3 amps
- Bedside Light 3 amps

Please check fuse ratings for any of your appliances with your supplier.

Electricity Shipper

British Gas

Floor 2

4 Callaghan Square

Cardiff CF10 5BT

0800 294 0672.

7 Local Information

Doctors

Parkside Medical Centre
52 Camberwell Green
London
SE5 7AQ
020 7703 0596

Drs Durston, Rowell, Cotton,
Mortimer, Juhasz, Khalil and
Macallister
17 Camberwell Green
London
SE5 7AF
020 7703 3788

The Sir John Kirk Close
Surgery
3 Sir John Kirk Close London
SE5 0BB
020 7703 2046

Camberwell Green Surgery
17 Camberwell Green
Camberwell
SE5 7AF
020 7703 3788

The Corner Surgery
99 Coldharbour Lane London
SE5 9NS
020 7274 4507

Dentists

P.A Norton
179 Denmark Hill
SE5 8DX
020 7274 0861

Kings Dental Clinic
82 Camberwell Church
Street Camberwell
SE5 8QZ
020 7703 7599

Camberwell Dental Care
6 Camberwell Church Street
London
SE5 8QU
020 7703 0301

The Dental Practice
167 Camberwell New Road
SE5 0TJ
020 7582 2562

C.J Watson
276b Camberwell Road
London
SE5 0DL
020 7703 5110

Pharmacies

Butterfly Pharmacy
17 Butterfly Walk
SE5 8RW
020 7708 0907

Sheel Pharmacy
2 Sir John Kirk Close
SE5 0BB
020 7703 6688

Peace Pharmacy
100A Coldharbour Lane SE5
9PZ
020 7274 8807

V.E Lettsom
84 Vestry Road
SE5 8PQ
020 7701 9250

Fourways Chemist
36 Denmark Hill
SE5 8RZ
020 7274 5868

Superdrug Stores plc
4 Butterfly Walk
Denmark Hill
Camberwell Green
SE5 8RW
020 7703 7143

Hospitals

Kings College Hospital NHS
Foundation Trust
Denmark Hill
SE5 9RS
020 3299 9000

New Cross NHS Walk-In
Centre
Waldron Health Centre
Amersham Vale
SE14 6LD
020 3049 2370

Opticians

Rodney Opticians
7 Camberwell Green
SE5 7AF
020 7703 3615

Paine and Hunter
55 Lordship Lane
East Dulwich
SE22 8EP
020 8299 1464

Specsavers
492 Brixton Road
SW9 8EQ
020 7738 5999

Libraries

Camberwell Library
17-21 Camberwell Church
Street
SE5 8TR
020 7525 2000

The South London Science &
Technology Centre
Wilson Road
SE5 8PD
020 7525 2830

Post Office

Post Office
25 Denmark Hill Camberwell
SE5 8RT
034 5611 2970

Camberwell Green Post
Office
25 Denmark Hill
Camberwell Green
SE5 8RT
0845 611 2970

Camberwell New Road Post
Office
163 Camberwell New Road
SE5 0SU
0845 611 2970

Leisure and Outdoor Centres

Camberwell Leisure Centre
Artichoke Place
SE5 8TS
020 7703 3024

Dulwich Leisure Centre
45 East Dulwich Road
SE22 9AN
020 8693 1833

Flaxman Sports Centre
Carew Street
SE5 9DF
020 7926 1054

Millbank Gardens
John Islip Street
SW1P 4PX
020 7641 5264

Dulwich Park
College Road
SE21 7BQ
020 8693 5737

Queens Ice Skating &
Bowling Centre
17 Queensway
W2 4QP
020 7229 0172

Brixton Recreation Centre
27 Brixton Station Road SW9
8QQ
020 7095 5100

Veterinary Surgeons

Goddard Veterinary Group
348 South Lambeth Road
SW8 1UQ
020 74986363

David Cuffe & Associates
52 Abbeville Road
SW4 9NF
020 8772 9922

Andrew H Kirby Veterinary
Surgeon
79 Grange Road
SE1 3BW
0843 8161408

Schools

Charles Edward Brooke
School
Dennen Site
Cormont Road
SE5 9RF
020 7274 6311

Crawford Primary School
Crawford Road SE5 9NF
020 7274 1046

Orchard Hill College
Lomond House, Camberwell
Green,
SE5 7AL
020 7358 7300

Sacred Heart R.C Secondary
School
Camberwell New Road
SE5 0RP
020 7274 6844

Comber Grove J & I School
Comber Grove
London
SE5 0LQ
020 7703 4168

Lyndhurst J & I School
Denmark House
Grove Lane
SE5 8SN
020 7703 3046

Empowerment Centre
88 Wyndham Road
SE5 0UB
0203 597 3168

South London Learning
Centre
43-45 Coldharbour Lane SE5
9NR
020 7733 4759

Learndirect Centres
205 Old Kent Road
Southwark
SE1 5NA
020 7231 7908

Banks

NatWest
NatWest Bank plc
70 Denmark Hill, Camberwell
SE5 8SD
0845 7888444

Barclays
1-3 Butterfly Walk
SE5 8RW
0845 7555555

Lloyds
25 Camberwell Green
SE5 7AB
0845 3000000

HSBC
23, Denmark Hill
SE5 8RP
0845 7404404

Santander
34 Denmark Hill, Camberwell
SE5 8RZ
0845 7654321

Supermarkets

Tesco
Surrey Quays Centre Redriff
Road
SE16 7LL
03456 779636

Sainsbury's
2 Tulse Hill
Brixton
SW2 2TP
020 8506 4640

Morrison's
Butterfly Walk
Denmark Hill 8RW
020 7703 3038

Asda
172-174 Rye Lane
SE15 4NB
020 7445 7900

Waitrose
3 Bondway
SW8 1SJ
0800 188884

Iceland Foods Ltd
120-132 Camberwell Road
SE5 0EE
020 7708 3428

Aldi
840 Old Kent Road,
Peckham
SE15 1NQ
0844 406 8800

Costcutter
125 Denmark Hill
SE5 8EJ
020 7924 0573

DIY Stores

B & Q
524 Old Kent Road
SE1 5BA
020 7252 0657

Homebase Ltd
York Road
Battersea
SW11 3SJ
0845 6407667

Wickes
491 Battersea Park Road
Wandsworth SW11 4LR
020 7228 3109

Cinemas

The Ritzy Cinema
Brixton Oval
SW2 1JG
020 7733 2229

Premier Cinema
95a Rye Lane
SE15 4ST
020 7732 1313

Bfi London Imax Cinema
Charlie Chaplin Walk
SE1 8XR
0871 224 4007

Shortwave Cinema
10 Bermondsey Square
SE1 3UN
020 7357 6845

Odeon Cinema
Surrey Quays Leisure Park
Redriff Road
SE16 7LL
0871 2244007

Peckham Multiplex
95A Rye Lane
Peckham
SE15 4ST
0870 042 9399

Noodles City
21-22 Camberwell Green
SE5 7AA
020 7727 7202

Angels & Gypsies
29-33 Camberwell Church
Street
SE5 8TR
020 7703 5984

Olly Ziya's
179 Camberwell Road, SE5
0HB
020 7708 8264

9 Sustainable Purchasing

You can purchase low energy white goods and low energy electrical equipment including light fittings in most supermarkets.

Farmers' Market for fresh produce etc

Peckham Farmers' Market
Peckham Square (Covered Market)
Peckham High Street SE15 5DT
Every Sunday
9.00 am - 1.00 pm

Camberwell Farmers' Market
Camberwell Green
London SE5 7AN
Every Saturday
10.00 am - 2.00 pm

9 Emergency Contacts

Nearest A & E Hospital

Kings College Hospital NHS Foundation Trust
Denmark Hill
SE5 9RS

020 3299 9000

Nearest Police Station

12-28, Manor Place
SE17 3BB

03001 231212

Address for local council:

Southwark Council
PO BOX 64529
London SE1P 5LX

020 7525 5000

